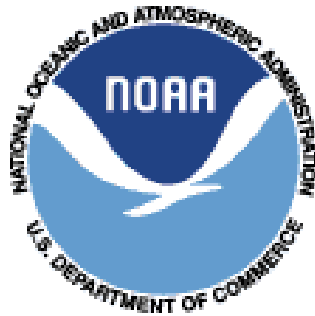


NOAA MAIL SERVICES GUIDE



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U.S. Department of Commerce
National Oceanic and Atmospheric Administration
Office of the Chief Administrative Services
Logistics Operations Division
Logistics Management Branch
Silver Spring, MD



TABLE OF CONTENTS

INTRODUCTION	2
NOAA MAIL ROOM	3
KEY MAIL ROOM MANAGEMENT PERSONNEL	4
NOAA MAIL ROOM SERVICES	4
SSMC MAIL SCHEDULE	4
SSMC BUILDING MAIL BOX LOCATIONS	5
INCOMING MAIL	6
INTER-OFFICE MAIL	7
ROUTING CODES	7
CLASSIFIED AND PRIORITY POUCH MAIL	8
OUTGOING MAIL	8
FORWARDING MAIL	9
PERSONAL MAIL	10
CLASSES OF MAIL	11
MAIL SECURITY	13
REMINDERS	14
MAIL STOP CHANGE REQUEST FORM	15
ACRONYMS	16

INTRODUCTION

The NOAA Mail Services Guide and Mail Management Handbook are designed to provide policy along with daily guidance and instructions to NOAA personnel responsible for mail management activities or to those having frequent contact with mail. It also defines the responsibilities of the NOAA Mail Manager and all NOAA personnel with mail responsibilities.

This NOAA Mail Services Guide is specific to mail usage guidance for the NOAA Headquarters offices located in Silver Spring, Maryland and surrounding areas. However, it should not be viewed as a headquarters' mail guide only; it can be used nationwide as a guide in the management of their mail program in their region (mail processing can vary region to region).

This mail services guide should be used hand-in-hand with the NOAA Mail Management Handbook (in the process of being updated), and the [Department of Commerce mail management program](#) that is guided by various regulations and administrative orders.

Questions and/or comments should be submitted to:

NOAA Mail Manager
1315 East West Highway, SSMC-3
SOU57112, Station 3866
Silver Spring, Maryland 20910
Telephone: (301) 713-2220, Ext. 181
rita.e.argueta@noaa.gov

Or

NOAA Mailroom Manager
1315 East West Highway, SSMC-3
SOU57112, Station 3106
Silver Spring, Maryland 20910
Telephone: (301) 713-2411, Ext. 165
floyd.creecy@noaa.gov

NOAA MAIL ROOM

The NOAA Mail Room is located in SSMC3 Room 3106 and can be reached at (301) 713-2411 fax (301) 713-2303. The hours of operation are 8:00 a.m. to 4:30 p.m. Monday through Friday. The NOAA mail room processes, picks-up and delivers USPS domestic mail, international mail, and inter-office mail only. Access the customer service area of the mail room by using the customer service window labeled “Mail Room Customer Service Window.” For your safety and security, please observe all restricted access signs posted near the mail room. The NOAA mail room provides shuttle pick-up and delivery to and from the following locations:

- SSMC 1,2,3&4
- 8403 & 8455 Colesville Rd
- 1100 Wayne Ave
- HCHB
- Germantown (Finance)
- Landover (ITC)
- Lanham (Aerospace)
- College Park (NCWCP)
- Suitland (NSOF)

KEY MAIL ROOM MANAGEMENT PERSONNEL

Floyd Creecy	Mail Room Manager	301-713-2411x165	floyd.creecy@noaa.gov
Jennifer Mills	Asst. Mail Room Manager	301-713-2411x148	jennifer.mills@noaa.gov

NOAA MAIL ROOM SERVICES

SSMC MAIL DELIVERY/PICK-UP SCHEDULE

Location/Building	Delivery/Pick-up Times	
	Stop 1	Stop 2
SSMC 1,2,3, and 4	10:00 a.m.	2:00 p.m.
8403 & 8455 Colesville Rd	8:00 a.m.	12:30 p.m.
1100 Wayne Ave	8:00 a.m.	12:30 p.m.
HCHB	8:00 a.m.	12:30 p.m.
Germantown (Finance)	8:00 a.m.	12:30 p.m.
College Park (NCWCP)	8:00 a.m.	12:30 p.m.
Landover (ITC)	8:00 a.m.	12:30 p.m.
College Park (NCWCP)	8:00 a.m.	12:30 p.m.
Lanham (Aerospace)	8:00 a.m.	12:30 p.m.
Suitland (NSOF)	8:00 a.m.	12:30 p.m.

NOTE: The times listed are departure times from the SSMC3 mail room.

SSMC BUILDING MAIL BOX LOCATIONS

A mail box has been provided for most floors in each building of the SSMC campus for incoming mail to be delivered. An area has also been designated for outgoing mail to be picked up on a daily basis from each mail room. Please visit the **SSMC Mail Schedule** (page 4) for pick-up and delivery times. The listing below shows the locations of the mail room in each building of the SSMC campus.

<u>BUILDING</u>	<u>FLOOR</u>	<u>MAIL ROOM NUMBER</u>
SSMC1	LOBBY	L-101
	6	6200
	7	7300
	8	8473
SSMC2	3	3323
	4	4323
	5	5323
	8	8323
	9	9411
	10	10323
	11	11323
	12	12323
	13	13323
	14	14375
	15	15323
	16	16323
	17	17323
	18	18323
SSMC3	2	Library
	3	3607
	4	4131
	5	5871
	6	6871
	7	7871
	8	8871
	9	9129
	10	10871
	11	11871
	12	Next to freight elevator
	13	13871
	14	14871
	15	15500

SSMC4	1	1W514
	2	2547
	3	3601
	4	4601
	5	5601
	6	6601
	7	7601
	8	8601
	9	9601
	10	10601
	11	11601
	12	12601
	13	13445

INCOMING MAIL

All NOAA USPS mail is sent to a Mail Screening Facility and the next day it delivers incoming domestic and international mail to NOAA between the hours of 11:30 a.m. and 12:30 p.m. Monday through Friday. The NOAA mail room processes and delivers all properly addressed mail (Name and/or Routing Code) from USPS the same day it arrives.

Lack of a proper address, and the resulting need for research, will delay the delivery of that mail for up to 48 hours. Incoming mail that does not have a name or routing code will be reasonably researched to find a responsible party to accept it. If the research is unsuccessful, the mail piece will be returned to the sender.

The mail room should be notified, by email or fax to the Mail Room Manager or the Assistant Mail Room Manager, **two weeks in advance** of any changes as a result of office moves, reorganizations or reassignments by submitting a [**MAIL STOP CHANGE REQUEST FORM NOAA FORM 41-15.**](#)

The NOAA mail system is not to be used for receiving personal letters, merchandise, magazines, or parcels. The NOAA mail system is to be used only for the conduct of official government business. Such items will either be returned to sender or recycled.

INTER-OFFICE MAIL

Inter-Office mail received from any NOAA location will be processed as “PRIORITY” for immediate delivery on the next scheduled delivery run. Please visit [SSMC Mail Schedule](#) for pick-up and delivery times.

Inter-Office mail should be placed in a Standard Form (SF) 65, Government Messenger Envelope also referred to as a “holey joe” envelope. Ensure all previous markings on SF-65 have been marked out and clearly enter the addressee’s name, building, room number and routing code.

Example of Addressing SF-65

John Doe, NOAA
SSMC3 RM 100 F/IA

- Do not use regular mailing envelopes when sending inter-office mail. Regular envelopes can get mixed in with the outgoing mail for the USPS, thus delaying delivery of the correspondence.
- Do not place objects such as metal, glass, hazardous materials or personal mail into the inter-office mail envelope.
- Contact the mail room for questions regarding addressing, routing codes and/or supplies of the SF-65 Holey Joe envelopes.
- Do not place “accountable” mail in an inter-office envelope (Holey Joe) as these envelopes do not require signatures upon delivery.

ROUTING CODES

NOAA line offices have been issued routing codes. Those routing codes are instrumental in the delivery and processing of mail. More information is available at the [NOAA Circular](#) website.

In the delivery of mail, by providing suppliers, vendors, companies or individuals with your routing code and address it will provide you with timely delivery of your mail. **Delivery is delayed on incoming mail that does not have a routing code.** The routing code assists the mail room in quickly identifying where to deliver incoming mail.

The routing code is essential for processing outgoing mail; it informs the mail room which line office to chargeback for the postage necessary to mail your letter or package. **Any outgoing mail that does not have a routing code will not be mailed.** If you do not know your routing code please contact your personnel or budget office.

Please visit [INTER-OFFICE MAIL](#) or [OUTGOING MAIL](#) for proper addressing tips.

CLASSIFIED AND PRIORITY POUCH MAIL

NOAA uses a special system for the delivery of classified and priority mail between HCHB and SSMC. This system employs the use of color coded pouches and personnel who possess a “Secret” clearance. Pick-up and delivery of the pouches occur three times daily. The shuttle departs from SSMC3 at 8:00 am, 10:30 a.m. and 1:30 p.m. If additional information is needed regarding the classified and priority pouch mail please contact **NOAA Mail Manager**.

OUTGOING MAIL

Outgoing domestic and international mail is picked up and brought back to the mail room, where it is processed and metered for USPS pick up. **The mail clerk will not pick-up mail if it does not contain the following items:**

- Your routing code must be included in the return address on every piece of mail.
- A complete delivery address including zip code must be in the address section.

Domestic Address Format

RECIPIENT’S NAME

RECIPIENT’S ADDRESS

RECIPIENT’S CITY, STATE & ZIP (+ 4 CODE optional)

- Use USPS abbreviations for States, Street Suffixes and Secondary Unit Designator. For Official USPS Abbreviations, click the following link:
<https://www.usps.com/send/official-abbreviations.htm>
- Use Zip + 4 Codes. For Official USPS Zip + 4 Codes, click on the following link:
<http://zip4.usps.com/zip4/welcome.jsp>
- Please visit **SSMC MAIL SCHEDULE** for pick-up and delivery times.

International Address Format

Mail addressed to a foreign country should include the country printed in CAPITAL LETTERS (no abbreviations) as the only information on the bottom line:

MR FAMOUS AMOS
100 AROUND THE CORNER DRIVE
LONDON WIP6HQ
ENGLAND

- To ensure that mail is processed quickly and efficiently, follow USPS' guidelines for Domestic and International mail when addressing envelopes and packages. For more information on addressing and shipping, click on the following link:http://pe.usps.gov/text/dmm300/dmm300_landing.htm
- The NOAA mailing system is not to be used for sending personal letters, merchandise, magazines, or parcels. The NOAA mailing system is to be used only for the conduct of official government business. Personal mail will not be picked up.
- Please visit SSMC MAIL SCHEDULE for pick-up and delivery times.

FORWARDING MAIL

NOAA mail that must be forwarded to a recipient that is no longer at SSMC must be placed in a new envelope, and properly addressed to be mailed. Please visit SSMC MAIL SCHEDULE for pick-up and delivery times.

For more information on addressing, click on the following links:

<https://www.usps.com/send/official-abbreviations.htm>

<http://zip4.usps.com/zip4/welcome.jsp>

PERSONAL MAIL

Personal mail is prohibited in the NOAA federal mail stream. The NOAA mail system is not to be used for receiving and/or sending personal letters, merchandise, magazines, or parcels. The NOAA mail system is to be used only to conduct official Government business.

The Federal Management Regulation Part [102-192.155\(l\)](#) and [102-192.155\(m\)](#) states: “Every agency should establish specific policies for incoming and outgoing personal mail. In general, personal mail should be discouraged or prohibited. However, an agency may establish a policy to accept and process personal mail for personnel living on a Federal facility, personnel stationed outside the United States, or personnel in other situations who would otherwise suffer hardship.”

DOC policy codified in [15 CFR 0.735-14 \(a\)](#) states that “...An employee shall not directly or indirectly use, or allow the use of, Government time or property of any kind, including property leased to the Government, for other than officially approved activities...” NOAA employees engaged in activity involving use of the NOAA mail system for non-official purposes are subject to disciplinary action, including the possibility of suspension or removal from their job.

•	Personal first class and priority mail received at the mailroom, including letters, packages, or other articles, will be returned to the USPS.
•	Personal standard mail (formerly third and fourth class mail) received at the mailroom, including magazines, catalogs, solicitations, or other articles will be discarded
•	Personal mail received in NOAA mailrooms will be returned to the sender without notification to the addressee.

CLASSES OF MAIL

The USPS divides mail into different services or classes of mail. Each class of mail has different standards, service levels, features, and requirements. For most mailings, the contents, shape and size will determine the class of mail that is selected. The maximum weight of any mailed item is 70 pounds. The following classes of mail are provided by the NOAA mailroom.

- **Domestic first class:** There are two types of first class mail, regular first class and priority.
- **Regular first class** pieces weigh 13 ounces or less. This is the most immediate option for mailing letters, large envelopes, packages and postcards. The average delivery time is 1-3 days.
- **Priority mail** is first class mail (letters, large envelopes, packages, and parcels) that weighs more than 13 ounces. The average delivery time is 1-3 days.
- **Priority Express mail** is the fastest service to send domestic mail. A guaranteed overnight service to most locations that includes tracking, and proof of delivery. Express mail is delivered 365 days a year.
- **Parcel post** is package services matter not mailed as bound printed matter, media mail, or library mail. The delivery time is 2-8 days.
- **Media mail** is generally used for books of at least 8 pages, film, printed music, printed test materials, sound recordings, play scripts, printed educational charts, loose leaf pages and binders consisting of medical information and computer readable media. The average delivery time is 2-8 days.
- **Library mail** can be used by qualifying institutions such as libraries, universities, zoos, research institutions and nonprofit organizations to mail educational and research materials. The average delivery time is 2-8 days.
- **First class mail International** the most economical way to send letters, large envelopes, post cards, printed matter and small packages weighing 4 pounds and under, worldwide. The delivery time for this service will vary.
- **Priority mail international** is a fast and reliable worldwide service of sending correspondence to over 190 countries and territories. The delivery time for this service is 6-10 days.
- **Priority Express mail international** provides fast and reliable service to over 190 countries with guaranteed date-certain service for packages sent to select countries. The delivery time for this service is 3-5 days.
- **Global express guaranteed (GXG)** is the premium international shipping option from the USPS. GXG offers date certain delivery in 1-3 business days to more than 190 countries worldwide.
- **Domestic extra services** can be added to mail and packages within the US to protect and confirm delivery of your important items.
 - **Certified Mail Service** (PS Form 3810) a receipt is received with the date of mailing. A unique article number allows you to verify delivery online. As an additional security feature, the recipient's signature is obtained at the time of delivery and a record is maintained by the Post Office.

- **Registered Mail Service** (PS Form 3806) provides premium handling and maximum security from the point of acceptance to delivery.
- **Return Receipt** (PS Form 3811) can be chosen when you use certified or registered mail. A return receipt provides evidence of delivery, along with recipient's signature and information about their actual delivery address. A mailer requesting return receipt service at the time of mailing may choose to receive the Return Receipt by mail or e-mail. Mailers that choose to receive the Return Receipt by mail receive a green postcard with the recipient's actual signature or approved hand-stamp. Mailers that receive the Return Receipt via e-mail receive a proof of delivery letter arriving as a PDF attachment that includes an image of the recipient's signature or an approved hand-stamp.
- **Business Reply Mail (BRM)** includes envelopes, cards, cartons, or labels provided by NOAA to an addressee which are then mailed back to the originating source, at NOAA's expense. BRM allows mailers to receive first class back from customers by paying postage only on the mail returned to them.

For more information on the classes of mail provided by the USPS please click the following link:
<http://pe.usps.com/businessmail101/classes/>

MAIL SECURITY

Since September 11, 2001 and with growing concerns about the safety of our mail, NOAA screens all mail. Even though the mail is initially screened, all NOAA mail room personnel are familiar with the process in identifying suspicious letters and packages, and the procedures to follow if a suspicious letter or package is identified. All mail room personnel attend bi-annual mail center safety and security training to ensure vigilance in the NOAA workplace.


- **Tips to follow if a NOAA employee receives a suspicious letter or package.**
 - Remain calm.
 - Determine if the mail piece is addressed to a person who actually works in the department.
 - If so, and if the addressee can be located in a reasonable period of time, ask the addressee to identify the package. If so, deliver it to him/her.
 - If the addressee does not recognize the package, contact security for your building.
 - Be able to provide the following information: name, location, phone number, and description of the package or letter.
 - **DO NOT CALL THE MAIL ROOM, CALL SECURITY FOR YOUR BUILDING.**
- **Phone numbers for security of NOAA buildings**
 - SSMC1: 301-713-2798
 - SSMC2: 301-713-2065
 - SSMC3: 301-713-2660
 - SSMC4: 301-713-0267
 - Wayne Ave: 240-821-1484
 - AT&T Bldg: 301-713-4756
 - Germantown Bldg: Call Joanne Kemper at 301-444-2130 *
 - ITC5 Bldg: Call New Boston Fund (bldg mgmt) at 301-763-6300 or 6400 *
 - 8403 Colesville Road Bldg: 301-495-0835
 - Aerospace: 301-713-2036
 - NCWCP: 301-683-1340
 - NSOF: 301-817-4441

*No NOAA Security on-site.

REMINDERS

- Include your routing code in the upper left corner with the return address of every piece of mail you send.
- Follow the USPS guidelines for addressing and shipping envelopes and packages.
http://pe.usps.gov/text/dmm300/dmm300_landing.htm
- Always use the smallest envelope that will best serve your needs.
- The mail room does not accept or deliver FedEx or UPS mail/packages.
- Personal mail will not be picked-up or delivered.
- The mail room staff does not move furniture, files or equipment.
- Domestic mail weight limit is 70 lbs.
- Prior to relocating, please complete a [**NOAA FORM 41-15 MAIL STOP CHANGE REQUEST FORM**](#) and provide the mail room with a copy to ensure timely delivery of all mail.
- Update the NOAA locator once your move has been completed.
- NOAA mail that must be forwarded to a recipient that is no longer at SSMC must be placed in a new envelope, and properly addressed to be mailed.

MAIL STOP CHANGE REQUEST FORM

NOAA Form 41-15 (11/2011)	U.S. DEPARTMENT OF COMMERCE NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION
MAIL STOP CHANGE REQUEST FORM	
NOAA MAIL ROOM 1315 East West Highway (SSMC3), Room 3106 Silver Spring, MD 20910-3282 Phone: 301-713-2411 Fax: 301-713-2303 Floyd.Creecy@noaa.gov Rita.E.Argueta@noaa.gov	
DATE: _____ REQUESTING OFFICE: _____	
CONTACT NAME: _____ TELEPHONE: _____	
INDICATE TYPE OF CHANGE(S):	
<input type="checkbox"/> PROVIDE NEW ROUTING CODE	
<input type="checkbox"/> REMOVE CURRENT ROUTING CODE	
<input type="checkbox"/> UPDATED EMPLOYEE LIST OF CURRENT ROUTING CODE	
<input type="checkbox"/> MOVE MAIL STOP:	
From Bldg _____ To Bldg _____	
From Floor _____ To Floor _____	
ROUTING CODE: <input type="checkbox"/> NEW <input type="checkbox"/> CURRENT	
DATE CHANGE EFFECTIVE: _____	
ROUTING CODE _____ WILL SERVE THE FOLLOWING EMPLOYEES:	
<i>(Use additional sheets, if necessary.)</i>	
<u>EMPLOYEE NAME</u>	<u>ROOM NUMBER</u>
AUTHORIZING OFFICIAL: _____	
Signature	Date
Office of the Chief Administrative Officer Real Property, Facilities and Logistics Office Logistics Operations Division Logistics Management Branch Silver Spring, MD 20910	
	

ACRONYMS

HCHB – Herbert C. Hoover Building
ITC – Information Technology Center
NCWCP – NOAA Center for Weather and Climate Prediction
NOAA – National Oceanic and Atmospheric Administration
NSOF – NOAA Satellite Operations Facility
SF – Standard Form
SSMC – Silver Spring Metro Center
UPS – United Parcel Service
USPS – United States Postal Service